

Emergency Communication Assistant Manager

Position Information

Position Information

Posting Title	Emergency Communication Assistant Manager
Job Requisition Number	COA089387
Position Number	103731
Job Type	Full-Time
Division Name	Police Headquarters
Minimum Qualifications	<p>Education and/or Equivalent Experience:</p> <ul style="list-style-type: none">• Graduation with a Bachelor’s degree from an accredited college or university with major coursework in Criminal Justice, Business, Public Administration, or in a field related to the job, plus four (4) years of experience in the Emergency Communications or Call Center industry, two (2) years of which were in a supervisory capacity.• Experience may substitute for education up to a maximum of four (4) years. <p>Licenses or Certifications:</p> <ul style="list-style-type: none">• Must be able to obtain TCOLE Basic Telecommunicator Certification within one (1) year of employment, and TCIC/NCIC certification within six (6) months of employment.
Notes to Applicants	<p>The Assistant Manager under general direction, supervises the daily activities, operations, and personnel in support of the Emergency Communications Center. Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.</p> <p>Your employment application must list all relevant work experience including dates worked and current references. A detailed and complete application is required to help us better evaluate your qualifications, and will be used to determine salary if you are selected for this position.</p> <p>A cover letter and resume must be submitted to be considered for this position, but will not substitute for a complete application. Please verify that the employment dates on your resume exactly match the online application.</p> <p>Please note that CTECC is tobacco-free. Use of tobacco products and/or e-cigarettes is not permitted on CTECC work-site – including parking lot or in any personal vehicle located on the premise.</p> <p>Travel: If you are selected for this position, and meet the Driver Safety Standards in the City of Austin Driver Safety Program, you may drive when necessary to multiple locations as part of your regular job duties. Otherwise, you are responsible for getting to and from these locations.</p>
Pay Range	\$30.14 – \$37.68 per hour
Hours	<p>Primarily Monday – Friday</p> <p>Hours will vary to support 24/7 public safety communications center and may include weekends and/or other shifts due to business needs.</p>

	Must be able to work all three (3) shifts (6:00 AM – 2:00 PM; 2:00 PM – 10:00 PM; 10:00 PM – 6:00 AM) and rotate when needed.
Job Close Date	07/20/2023
Type of Posting	External
Department	Police
Regular/Temporary	Regular
Grant Funded or Pooled Position	Not Applicable
Category	Professional
Location	CTECC 5010 Old Manor Rd, Austin, TX 78723
Preferred Qualifications	<ul style="list-style-type: none"> • Supervisor and/or managerial experience in emergency communications. • Experience in strategic planning, performance management, bench-marking, developing and applying performance measurement metrics. • Experience implementing and coordinating disaster recovery and business continuity plans. • Experience with innovative consensus-building and implementing best practices to achieve organizational goals and objectives. • Advanced or Master Telecommunicator certification. • Ability to travel to more than one work location.
Duties, Functions and Responsibilities	<p>Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.</p> <ol style="list-style-type: none"> 1. Develops and implements short and long range plans, programs, and personnel that provide administrative, managerial support, fiscal management, program planning, and evaluation. 2. Determines goals, objectives, and resource requirements for activities within assigned division. 3. Develops, revises, and implements standard operating practice, policy, and procedure governing the division. Ensures division is in compliance with all city practice, policy, and procedure. 4. Develops and maintains departmental quality assurance program to monitor and enhance customer service and employee retention. 5. Assists in the budget preparation, presentation, monitor expenditures, and ensure division operates within appropriated budget. 6. Assists in the coordination of all business related affairs with other COA public safety (Fire, EMS), and County and State agencies operating within the combined communications center. 7. Develops proficiency training and testing programs. Monitors and provides training of subordinates. 8. Coordinates the maintenance and servicing of a large variety of communications equipment. 9. Writes, drafts, complete reports, and/or documents tracking shift and operational activities. 10. Stays abreast of current emergency communications technology, techniques and information through seminars, conferences, classes, publications, etc. <p>Responsibilities – Supervisor and/or Leadership Exercised:</p> <ul style="list-style-type: none"> • Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

Knowledge, Skills and Abilities	<p>Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.</p> <ul style="list-style-type: none"> • Knowledge of supervisory and managerial techniques and principles. • Knowledge of emergency communications equipment and its operations. • Knowledge of the operations of an emergency telecommunications center. • Knowledge of fiscal planning and budget preparation. • Knowledge of applicable processes, techniques, and methods. • Knowledge of Federal, State, Local laws, and ordinances. • Knowledge of city practice, policy, and procedure. • Skill in handling conflict and uncertain situations. • Skill in collecting, analyzing, and interpreting applicable data. • Skill in oral and written communication. • Skill in handling multiple tasks and prioritizing. • Skill in using computers and related software applications. • Skill in data analysis and problem solving. • Ability to work with frequent interruptions and changes in priorities. • Ability to quickly recognize and analyze irregular events. • Ability to train others. • Ability to establish and maintain excellent communication and working relationships with personnel, city, county, and state emergency communication personnel, and the public.
Criminal Background Investigation	This position has been approved for a Criminal Background Investigation.
EEO/ADA	<p>The City of Austin is committed to compliance with the Americans with Disabilities Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please call (512) 974-3210 or Texas Relay by dialing 7-1-1.</p> <p>The City of Austin will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, gender identity, age, religion, veteran status, disability, or sexual orientation. In addition, the City will not discriminate in employment decisions on the basis of an individual's AIDS, AIDS Related Complex, or HIV status; nor will the City discriminate against individuals who are perceived to be at risk of HIV infection, or who associate with individuals who are believed to be at risk.</p>
Information For City Employees: If you are an employee within	the department, are in good standing and meet both the minimum and preferred qualifications, then you will receive an initial interview.

Supplemental Questions

Required fields are indicated with an asterisk (*).

- * This position requires a graduation with a Bachelor's degree from an accredited college or university with major coursework in Criminal Justice, Business, Public Administration, or in a field related to the job, plus four (4) years of experience in the Emergency Communications or Call Center industry, two (2) years of which were in a supervisory capacity. Experience may substitute for education up to a maximum of four (4) years. Do you meet this minimum requirement?
 - Yes
 - No
- * Do you have experience working in a 911 call center?
 - Yes
 - No
- * Please explain your experience in a supervisor and/or managerial role in emergency communications. Please indicate the jobs using your City of Austin application where you gained this experience and briefly describe the level of

responsibility.

(Open Ended Question)

4. * Please describe your experience in each of the following: 1)Strategic planning; 2)Performance management; 3)Benchmarking; and 4)Developing and applying performance measurement metrics.

(Open Ended Question)

5. * Please describe your experience with implementing and coordinating disaster recovery and business continuity plans. Using your City application, indicate the job/s at which you gained this experience.

(Open Ended Question)

6. * Describe any experience you have with innovative consensus-building and implementing best practices to achieve organizational goals and objectives.

(Open Ended Question)

7. * Which Telecommunicator Certification have you acquired?

- None
- Basic
- Intermediate
- Advanced
- Master

8. * This position requires a criminal background investigation (CBI). By selecting the following, you are acknowledging that you understand if you are selected as a top candidate for this position, you will need a successful Criminal Justice Information System (CJIS) to be hired.

- I acknowledge and understand this position requires a Criminal Justice Information System (CJIS-Criminal Background Investigation).

9. * Do you have the ability to travel to multiple sites as part of the regular job duties?

- Yes
- No

Optional & Required Documents

Required Documents

1. Cover Letter
2. Resume

Optional Documents

1. Other Document
2. Other Document #2